

RESUME



JENNIFER K. WALLACE

Jen@DenverGeeks.com

(303) 647-1411

JEN'S ONLINE PRESENCE

Main Business Website - <https://DenverGeeks.com>

Current Activities Page - <https://DenverGeeks.com/follow>

Better Business Bureau (BBB) Profile Page -

(shows **19 Years in Business**, with **A+ Rating**)

<https://www.bbb.org/us/co/denver/profile/computer-repair/denver-geeks-0885-90022290>

Previous Business Website (2001-2018) -

http://web.archive.org/web/20141126090749/http://denvergeeks.com/tiki-read_article.php?articleId=1

JEN'S "SUPERPOWERS"

The only "dumb" question is the one *never asked*!

Jen's insatiable curiosity and determination to learn and solve challenging technology problems serve to motivate and energize those around her because she invariably makes it fun and adventurous.

Jen's passion is providing those among us who are the most technically challenged the most simple and direct answers to their technology questions. Jen is in every way an exceptional communicator.

Working patiently with seniors and their personal technology is Jen's unique specialty.

MISSION-CRITICAL JOBS AND TASKS

Jen is available evenings and weekends in addition to regular business hours. Jen is available for any travel, in addition to remote sessions at any time of day or night, as needed.

JEN'S OVER ALL APPROACH

Technology learning and problem solving is Jen's passion, and she gets the job done thoroughly and efficiently. Jen leads with an emphasis on educating and mentoring those around her to become ever more capable and confident with all of the technology that they touch.

Jen has owned and operated the Denver Geeks since 2001. A 56-year old self-employed IT and tech support professional, Jen has over 30 years of deep and broad working experience in IT systems design, cross-systems troubleshooting, personal technical support and IT management for small to medium sized businesses. Her clients also include seniors, families and other residential clients.

Jen's extraordinary troubleshooting skills come from an extraordinarily broad and deep knowledge of technology including office hardware and personal electronics, digital media production, networking architectures, software design systems, Drupal, Wordpress and Ghost website design and development, HTML and CSS (and light coding), social networking platforms, deep level online research, data recovery and forensics.

Due to Jen's uniquely personable and patient style, and her ability to communicate and demonstrate technical things in easy-to-understand language for "non-technical" people, in combination with Jen's tenacity and efficiency in technology problem solving, Jen is a rare and indispensable resource for her clients, both business and residential.

Entrepreneurial start-ups, law firms, consulting firms, and in-home businesses, Jen patiently teaches individuals and teams to use virtually all types of devices and programs, including both PC and MAC systems, tablet devices and smartphones. Her goal is always to help people feel confident and empowered, not intimidated or frustrated by their technology, and to make learning technology relevant and fun.

JEN'S "SOFT" TECH SKILLS

Executive and management-level training and education, on-demand Q&A, advisement and training regarding specific technology tools and options (both hardware and software) to enable the most efficient processes and results for working-group technology systems and infrastructures.

Technology purchasing, device setup, and training with individuals and groups to integrate and optimize people's personal technology and tools for simplicity, convenience and efficiency.

Train and support the (internal) tech support staff and technology trainers. Help to identify, develop, and train existing internal human resources to provide internal tech support and services.

Swift, direct, on-demand, individual tech support (troubleshooting, training, fixing, streamlining systems and processes), both on-site/in-person and via remote, screen sharing, video conference, and phone, to accommodate the situation.

JEN'S "HARD" TECH SKILLS

Local Area Networks (wired and/or wireless) - install, secure, troubleshoot and repair.

Web Servers (WHM, cPanel) - administration and management.

Websites (Wordpress, Drupal, Ghost and other popular Content Management Systems) - install, deploy, manage site development teams, front end development (HTML, CSS), graphics, UI testing and optimization, and debugging.

Podcasting, Vlogging, Video Streaming, Audio, Graphics, Studio Recording Production and Editing, and social media strategy.

Computer Hardware - design, build and repair computer hardware systems and devices to specifications (from scratch, barebones hardware and parts)

Operating Systems - install, optimize and troubleshoot (all) computer systems and devices:

Windows OS (All current versions back to XP)

Chrome OS

Mac OS

iOS

Android

Linux

OFFICE SYSTEMS - INSTALLATIONS AND TRAINING

Tech product research and sourcing, price-point purchasing, recommendations and advice for specific use-case technology systems and processes.

Install, troubleshoot and train users on all hardware systems and devices (i.e. computers, mobile devices, printers, scanners, projectors, video and audio systems, etc.)

Install, troubleshoot, and train users to use (any and all) desktop software and mobile apps.